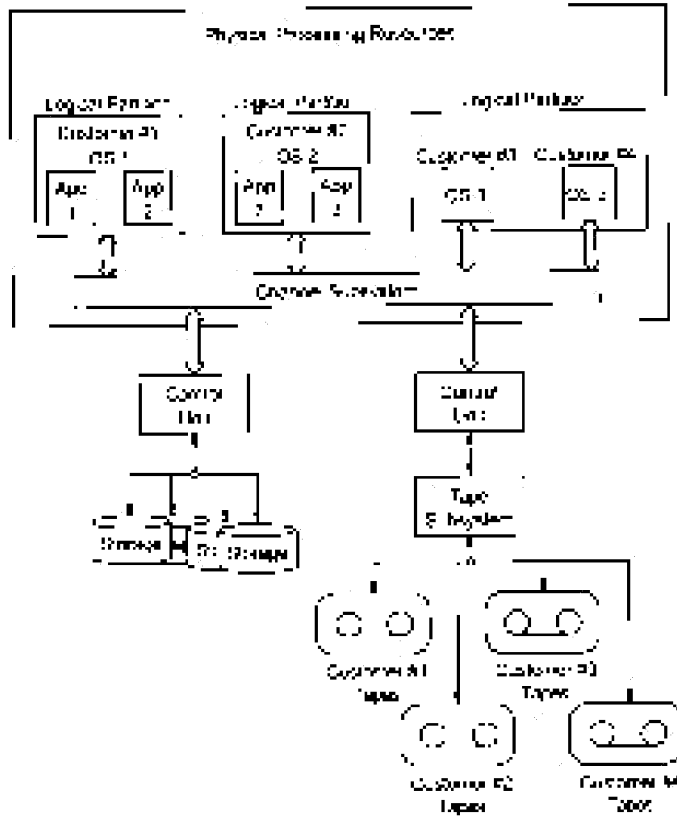


05

FIG. 1

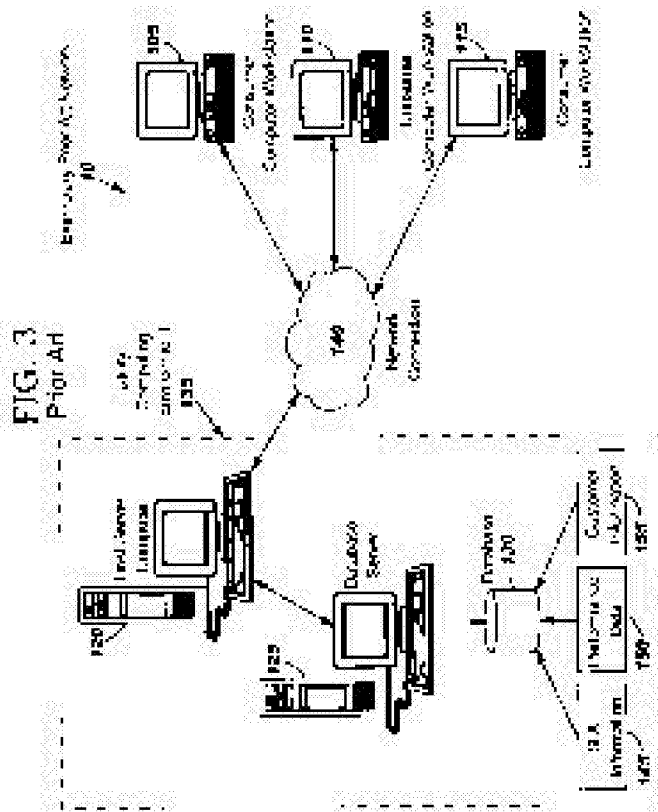


205

FIG. 2

Customer	Service Type	Cost	Dispatch Agent
A	24x7 "Premium"	\$1000/hr	24x7 "Premium" Down
B	24x7 "Standard"	Standard	Time plus Software
			Hardware
C	24x7 "Standard"	Standard	Software down
			Time plus Software
D	24x7 "Standard"	Standard	Hardware
			Software Hardware

3:5



415

FIG. 4

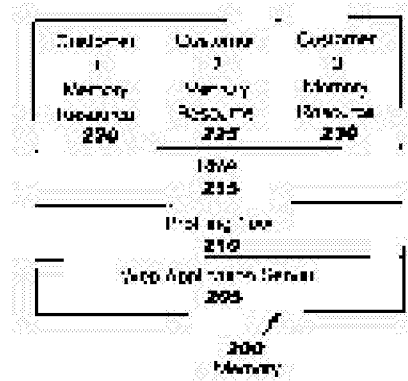


FIG. 5

Route Recommendation Algorithm

